

# NAVAL HOSPITAL JACKSONVILLE PATIENT GUIDE 2009



TRICARE

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# Welcome to NAVAL HOSPITAL *Jacksonville*

## ‘Stellar Care for our Military Community’

Welcome to Naval Hospital Jacksonville, where caring for our heroes, past and present, and their families is not only our duty but also our honor and privilege.

The period we are living in right now is what I believe to be the most challenging in recent history. Our Sailors and Marines who are serving their country are America's next "greatest generation." What they are doing is vital to our nation's security. Their dedication and mission accomplishments are inspiring. Like our heroes of that other "greatest generation," they too are changing the course of history.

We remain committed to our mission of delivering high-quality care anytime, anywhere, at a moment's notice in support of the Global War On Terrorism. More than ten percent of our military staff is deployed at any given time around the globe, at sea or on land. Whether it is caring for our warfighters in combat zones, responding to manmade or natural disasters at home, or providing humanitarian aid to enhance regional stability and forge friendly relations, Navy Medicine and Naval Hospital Jacksonville are there. In times of high-operational tempo, we greatly rely on our TRICARE network of medical and dental partners to expand our patients' access and scope of care at home and maintain the high standard of care you deserve.

Naval Hospital Jacksonville is entering into a new and exciting era of improvements to our facility. The most visible will be our ongoing military construction projects. We are investing millions of dollars in construction and renovation including a \$36 million three-story, 62,000 square-foot addition that will enhance our surgical and rehabilitative care. This renovation and expansion is a clear signal to our military community that we are dedicated to providing the best possible care in an appealing and up-to-date facility. Every effort is being made to minimize disruption and ensure safety as this work progresses.

We are also adopting new technologies and upgrading existing ones to improve patient safety, communication, documentation and security. These measures coupled with our commitment to family-centered care and service excellence promise a more fulfilling health care experience for our patients and staff.

Throughout our hospital and branch health clinics, family-centered health care is more than a slogan. It is a culture of creating mutually beneficial partnerships involving the health care team, patients and their families. It focuses on relationship building that instills trust, loyalty and satisfaction, but is rooted in evidence-based medicine to ensure positive outcomes. The goal of this approach is enhanced patient safety, improved communications and seamless continuity of care. As an informed team member, you are a key player on your health care team.

We never accept the status quo, nor should we. We are adopting several patient safety initiatives. The first is TeamSTEPPS, a validated program for improving communication and teamwork using lessons gleaned from the aviation community. The second is the National Surgical Quality Improvement Program initially developed by the VA for measuring and reporting surgical quality and outcomes. The third is Essentris, an extension of our existing electronic medical record to our inpatient areas. Essentris will reduce the chance of errors in the transfer of medical information and further strengthen the safety nets already in place.

Leveraging technology enhances patient safety, but only in the hands of skilled providers. Navy Surgeon General Vice Adm. Adam Robinson, Jr. has identified graduate medical education programs as the "life's blood" of Navy Medicine. Naval Hospital Jacksonville offers the Navy's oldest Family Medicine Residency Program. A dedicated faculty closely supervises and mentors these outstanding resident physicians. They graduate prepared to meet the unique needs of their patients, both at home and while forward deployed. Physicians completing the program boast a pass rate of better than 95 percent the first time they take their board certification exam, much higher than the national average.

Facility enhancements, patient safety initiatives, technology and well-trained health care professionals are all key components of providing stellar health care to our military community. We believe excellence is not a luxury but a necessity when it comes to providing the care you deserve.

We want to hear from you. Share your ideas by submitting comments using the ICE button on the hospital's web site at [www.navalhospitaljax.med.navy.mil](http://www.navalhospitaljax.med.navy.mil) or call my Care Line at (904) 542-CARE. You may also speak with a Customer Service Representative available in each clinic and on the wards.

Thank you for trusting your most valuable possession, your health and that of your family, to the dedicated professionals at Naval Hospital Jacksonville.



*B. Gillingham*

B. Gillingham  
Captain, Medical Corps  
U.S. Navy  
Commanding Officer





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## Naval Hospital *Jacksonville*

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## HISTORY

The original Naval Hospital was a multiple barracks-type structure commissioned in 1941. In support of the Naval commitment during WWII the hospital was expanded in 1943 to a bed capacity of 600. During 1943 and 1944, the patient census rose to over 1,000. The present inpatient facility was opened on December 9, 1967.

The hospital was originally designed to provide inpatient care to over 400 patients. As the thrust of modern medicine shifted to an increased emphasis on ambulatory care, the hospital's inpatient capacity has given way to the space requirements for outpatient services.

Ambulatory care requirements eventually exceeded space availability and a \$19 million outpatient service addition was constructed and dedicated in August 1989. It included space for most outpatient primary and specialty clinics as well as a new laboratory. In addition, significant renovations were made to the first floor of the hospital including the Urology Clinic, Pharmacy, Radiology and Physical Therapy Departments.

The Pharmacy again underwent significant renovations and upgrades in 1996. The change resulted in 12 service windows which significantly decreased the average wait time for new prescriptions. In December 2004, Naval Hospital Jacksonville incorporated the Naval Dental Center Southeast as part of a Navy-wide initiative to combine the naval and dental treatment facilities under one command. The Branch Medical Clinics were renamed the Branch Health Clinics to reflect the change. This realignment reduced overhead costs and improved productivity and mission effectiveness.



***Rendering of the construction project due for completion in 2010***



### ***NAVAL HOSPITAL JACKSONVILLE TODAY***

Today Naval Hospital Jacksonville is a general medical and surgical hospital offering inpatient and outpatient care to active duty men and women, military retirees and their families. The hospital also has the Navy's largest Family Medicine Residency Training Program and is fully accredited by the Joint Commission. Naval Hospital Jacksonville is an eight-story building on the banks of the St. Johns River at the corner of Mustin Road and Child Street.

Providing a wide range of general and specialized outpatient health care, the hospital and its branch health clinics serve a beneficiary population of about 243,000 people. The hospital and branch clinics are in the TRICARE South Region. There are seven branch health clinics and a Substance Abuse Rehabilitation Program (SARP) under the administrative control of the hospital's Commanding Officer. Three clinics are located in Florida, four in Georgia. The SARP is located adjacent to the hospital.

The community-sized hospital provides most of the general specialties including family medicine, internal medicine, surgery, obstetrics, gynecology, psychiatry, radiology, ophthalmology, urology, pediatrics, ear, nose and throat, oral surgery, neurology and orthopedics. The hospital has an Emergency Medicine Department that provides emergency care for all eligible beneficiaries.

Naval Hospital Jacksonville broke ground June 9, 2008, on a \$35.8 million, 62,000 square-foot addition. This will house a new surgical suite, Physical Therapy Department, administrative spaces and more. Construction is scheduled for completion in 2010.

## MISSION & VISION

### Our Mission

#### **Stellar Care for our Military Community**

We provide operational support, promote wellness and deliver quality health care to all those entrusted to us anytime, anywhere.

### Our Vision

#### **Patients and Families are our Focus!**

Readiness, Staff Development, and Family Centered Care are our foundation, we will be the most effective organization.

### Guiding Principles

#### **We will:**

- Exemplify the Navy's core values of honor, courage and commitment
- Ensure military readiness and mission accomplishment based on a foundation of high-quality health care
- Care for all persons with courtesy, compassion and respect
- Strive to ensure prompt access to quality, cost-effective health and wellness services
- Teach, for it is through education that we build the foundation of our future
- Provide a safe and healthy environment throughout the command
- Continuously improve in all aspects of our mission

## INFORMATION DESK & PATIENT/STAFF MEMBER LOCATOR

**Location:** Main Hospital Lobby/Quarterdeck

**Telephone:** (904) 542-7300

The official information desk is located in the main lobby of the hospital. A second informal information desk, staffed by volunteers, is located at the east outpatient clinic entrance. Due to federal patient privacy and confidentiality laws and hospital policies, staff members at the information desk can only provide general information about patients. Most medical information on patients is protected by the 1974 Privacy Act and the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and, therefore is not releasable. The information desk can also provide the office phone number of staff members and general hospital information.

## **FAMILY MEDICINE RESIDENCY TRAINING PROGRAM**

Naval Hospital Jacksonville has a long tradition of training primary care physicians. In 1963, the hospital was one of the first in the country to offer a General Practice Residency Training Program. The hospital offered a unique blend of individual teaching and direct patient care for residents in general practice. In 1969, with the emergence of the Family Practice movement, the General Practice Program was completely reorganized in philosophy and curriculum. Out of this reorganization emerged a quality Family Practice Residency Program which was one of the first approved programs in the country. The program at that time had 24 Family Practice residents and has since grown to 36 resident positions.

Family Medicine, as it is called today, is a three-year program and is the only residency training program at Naval Hospital Jacksonville. The first-year residents' educational experience includes rotations in Internal Medicine, Emergency Medicine, Pediatrics, OB/GYN, Surgery, Orthopedics, Dermatology, Urology, and Family Medicine. These rotations provide the residents with the broad-based curricular experience necessary to function competently in the various medical disciplines. Following their completion of internship, some first-year residents receive orders to the fleet as General Medical Officers. Many return to complete the second and third years of residency training in Family Medicine.

In the second and third year, physicians expand their knowledge base and learn to care for more complicated medical conditions. They spend an increasing amount of time in the Family Medicine Clinic where they manage 85-90 percent of their patients' health care needs.

Completing the three-year Family Medicine program is a significant professional milestone for these physicians, but the real winners are the Navy and Marine Corps families who will receive their health care from a highly skilled, Navy-trained physician.



## PRIORITY OF PATIENTS & ELIGIBILITY

### Policy

Access to care at Naval Hospital Jacksonville is limited to military beneficiaries. Patient priority for health care is outlined by DoD under Title 10 of the U.S. Code. TRICARE Prime enrollees have higher priority for appointments in military treatment facilities than non-enrollees. The order of priority for access to health-related services is:

- Active duty personnel
- Active duty family members enrolled in TRICARE Prime at the Naval Hospital
- Retirees, their family members, and survivors of sponsors who died on active duty enrolled in TRICARE Prime at the Naval Hospital
- Beneficiaries enrolled in TRICARE Prime with a civilian Primary Care Manager
- Active duty personnel family members not enrolled in TRICARE Prime
- All other beneficiaries

Active duty members are not automatically enrolled in TRICARE Prime and assigned a Primary Care Manager. Active duty and their family members must complete an enrollment form to be enrolled, although they pay no enrollment fee. At the time of enrollment, family members choose their Primary Care Manager who is their entry point for non-emergency health care, while active duty members are usually enrolled to their ship or shore station sick call.

Retirees, their family members and survivors of sponsors who died while on active duty also must elect to enroll in TRICARE Prime, pay an enrollment fee and choose their Primary Care Manager who is the entry point for non-emergency health care.

To learn more about your TRICARE health options, see the section on TRICARE.

### DEERS

Military personnel are enrolled in the Defense Enrollment Eligibility Reporting System (DEERS) when they enter active duty. However, legal documentation such as marriage certificate, birth certificate or adoption papers must be presented to the sponsor's personnel office to enroll family members. Without DEERS enrollment, family members may be denied military health benefits.

If sponsors or family members have any questions about eligibility or DEERS enrollment, they may call the DEERS Beneficiary Telephone Center from 5 a.m. until 5 p.m. (Pacific Standard Time), Monday through Friday at 800-538-9552. Only address changes can be made using the DEERS Beneficiary Telephone Center. All other changes must be made at a Personnel Support Detachment (PSD).

The Naval Air Station Jacksonville PSD is located in Building 789. DEERS information is available Monday through Friday, 9 a.m. until 4 p.m. at (904) 542-3728.



## Patient Registration

The Composite Healthcare System II (CHCSII) is a DoD-wide computerized registry of all military beneficiaries in the U.S. Armed Forces. Registration in the system is mandatory for all beneficiaries: active duty, reserve, retired and their family members. Beneficiaries may register in CHCSII at Naval Hospital Jacksonville or one of its Branch Health Clinics. Please ensure all contact information including address and phone numbers are kept up to date. For more information, contact the facility's Medical Records Department.

## Medicare-Eligible Beneficiaries

Many TRICARE-eligible patients believe they lose their military health coverage when they become eligible for Medicare, usually at age 65 or with a qualifying disability regardless of age. Patients who qualify for premium-free Medicare Part A and purchase Part B automatically retain their TRICARE coverage. In most cases, TRICARE for Life covers the cost share for services covered under Medicare leaving little or no out-of-pocket cost for the patient. (See the TRICARE for Life information in the TRICARE section of this book on page 60.)

## Medicare and Pharmacy Benefits

All military beneficiaries age 65 or older are eligible to receive pharmacy benefits directly at a military treatment facility. Other pharmacy benefits are as follows:

- If you were 65 before April 1, 2001, you are eligible to use the retail and TRICARE Mail Order Pharmacy benefit without being enrolled in Medicare Part B.
- If you turned 65 on or after April 1, 2001, you must to be enrolled in Medicare Part B to use retail pharmacies and the TRICARE Mail Order Pharmacy.

## Medicare and DEERS

Update your Defense Enrollment Eligibility Reporting System (DEERS) record with your correct address and any changes in family status such as marriage, divorce, birth or adoption. Home addresses are important because the address on file with DEERS is used to send out information on health benefits. You may update your address online at <https://www.dmdc.osd.mil/appj/address/indexAction.do>.

Retirees may update DEERS by:

- Going to the nearest military personnel office
- E-mailing changes to [addrinfo@osd.pentagon.mil](mailto:addrinfo@osd.pentagon.mil)
- Mailing changes to the DEERS Support Office, ATTN: COA, 400 Gigling Road, Seaside, CA 93955-6771
- Toll-free number for the DEERS Support Office: 800-538-9552

If you are eligible for Medicare Part A, you may enroll in Part B at any time, but penalties may apply. For more information about Medicare, contact the Social Security Administration at [www.socialsecurity.gov](http://www.socialsecurity.gov) or call toll free 800-772-1213.

## EMERGENCY CARE

### Ambulance Service

#### Telephone:

**Off Base:** 911

**On Base:** 911

**Base Housing or Cell Phone:** (904) 542-3333

Ambulance service is available on base 24 hours a day. Remember to stay on the line, remain calm, answer all questions and follow any instructions given by the dispatch operator.

### Emergency Medicine Department



**Location:** First Floor/Hospital  
Braun Street

**Telephone:** (904) 542-7340

**Hours of Operation:**  
24 Hours

**The Emergency Medicine Department (EMD) is open 24 hours a day, 7 days a week.** The Navy physicians assigned in the EMD are Emergency Residency trained. The team also consists of Navy and civilian Registered Nurses, Hospital Corpsmen and civilian clerical support staff. The EMD uses the triage method to sort patients based on medical condition when determining the order patients will be seen. Patients experiencing life-threatening illnesses or injuries or more serious needs are seen first. To ensure the best use of time, *patients with non-emergency needs should call the Central Appointment line at (904) 542-HOSP (4677) to schedule an appointment with their primary care provider.*

## ACTIVE DUTY SICK CALL (MILITARY MEDICINE)

### NAS Jacksonville, FL

**Location:** Naval Branch Health Clinic Jacksonville

Building 964, Naval Air Station Jacksonville

**All Departments:** (904) 542-3500

This is an active duty only clinic. Sick call, physical exams, flight physicals, aviation medicine, routine medical and dental care, deployment health visits, annual periodic health assessments, overseas and sea duty screenings, immunizations, VA/QTC disability physicals, chiropractic care, optometry and outpatient pharmacy services are available. The appointment desk is open from 7 a.m. to 3:30 p.m. each workday. After hours, on weekends and holidays active duty sick call is held at the Naval Hospital Jacksonville emergency room from 8 a.m. to noon, but active duty patients will be seen anytime for urgent care needs.

### Naval Station Mayport, FL

**Location:** Naval Branch Health Clinic Mayport

Building 1363, Naval Station Mayport

**Information:** (904) 270-4444

**Patient Appointment Line:** (904) 542-4677 or 800-529-4677

**Overseas/Sea Duty Screening:** (904) 270-5277

**TRICARE/Health Benefits Office:** (904) 270-4255

or 800-444-5445 (24-hour access)

Active duty and patients enrolled in the TRICARE Prime health plan have priority access to health-related services at the clinic. All other TRICARE-eligible beneficiaries may be seen on a space available basis. All medical care, including sick call, is by appointment only. Specialty care (e.g. Dermatology, Urology) is coordinated by the patient's Primary Care Manager and the clinic TRICARE Office. Emergency services are not available at the clinic. For emergencies, call 911 or go to the nearest emergency room. The appointment line is open from 6 a.m. to 8 p.m. weekdays and 7 a.m. to 3:30 p.m. on weekends and holidays. Sick call appointments are available daily and can be made the evening before.



## Naval Submarine Base Kings Bay, GA

**Location:** Naval Branch Health Clinic Kings Bay

881 USS James Madison Road, Naval Submarine Base, Kings Bay, Ga.

**Hours of Operation:** Monday, Tuesday, Wednesday and Friday - 7 a.m. - 5 p.m.,  
Thursday - 7 a.m. - 7 p.m.  
Closed Saturdays, Sundays and Holidays.

For routine clinic information, please call (912) 573-4242.

You may also reach the clinic toll free at 888-673-4215 and choose from the available options for assistance.

**Military Medicine Telephone:** (912) 573-8801

To schedule an appointment for Routine or Same Day/Acute appointments call Central Appointments at 800-529-4677, option 1.

Active Duty service members (ADSM) are seen primarily by appointment, but Military Medicine may see you on a walk-in basis. As a walk-in patient, you may be triaged to an appointment later in the day according to your symptoms. ADSM are required to be in the uniform of the day. Medical records are required to be kept by the Military Treatment Facility (MTF). If you have your medical record, you will need to bring it to the appointment and then return it to Outpatient Records.

If you are here on Temporary Assigned Duty (TAD), we will be able to provide care for acute issues that arise while you are in our area; however, if you need specialty care, you may need to return to your duty station for completion of your medical care.





## ADSM - Emergency Room Use and Follow-Up Care

Unless you need emergency care, prior approval is required to be seen by any network provider other than your Primary Care Manager (PCM). During normal working hours, contact the Central Appointments line at 800-529-4677 Option #1; if they cannot assist you or it is after normal working hours and you feel your care is of an acute or urgent nature, you can seek care at Naval Hospital Jacksonville (NHJ) Urgent Care Clinic. If you are on TAD, contact your PCM for assistance unless NHJ can provide the services within its facility.

If you are seen at a civilian facility/Emergency Room, regardless of whether or not you had prior approval, you are required to contact your medical facility to make a follow-up appointment within the next 72 hours. If on leave, you are required to make an appointment with your PCM as soon as possible upon your return. Failure to do so may make you financially responsible for the medical bills. If a civilian provider requests the ADSM to have "Limited Work or No Work," the member must report to their military treatment facility (MTF) for proper placement on Limited/Light Duty or Sick In Quarters (SIQ). Any follow-up or specialty care must be coordinated by your PCM at the MTF.

## Active Duty Personnel on Submarines

The Independent Duty Corpsman (IDC) stationed aboard the ADSM's boat will direct his crew on the proper process for appointments and use of civilian facilities. Make sure you get your Corpsman information and phone number as soon as you check-in to your command.

## ACCESS TO CARE

### Central Appointment Line

**Telephone:** (904) 542-HOSP (4677)

**Toll Free:** 800-529-4677

**Hours of Operation:** Monday to Friday – 6 a.m. - 8 p.m.

Weekends and Holidays – 7 a.m. - 3:30 p.m.

Closed Thanksgiving, Christmas Day and New Years Day.

Naval Hospital Jacksonville utilizes a centralized appointment staff to provide scheduling services for the Primary Care clinics and Specialty clinics in the Naval Hospital. In addition, we schedule for Branch Health Clinics Mayport, Kings Bay and Key West.

### Naval Branch Health Clinic NAS Jacksonville

**All Departments:** (904) 542-3500

This is an active-duty-only clinic. (See Sick Call section page 13)



## **PRIMARY CARE**

### **Primary Care Managers**

A Primary Care Manager (PCM) is a physician, nurse practitioner or physician assistant who provides for the majority of a patient's health care needs. When referral to a specialist is necessary, the PCM helps to coordinate that care. All patients who enroll in TRICARE Prime and select Naval Hospital Jacksonville or one of its branch health clinics for their routine care are assigned a PCM. TRICARE Prime patients enrolled to a PCM site have priority access to health care; access for non-Prime patients is limited to space available care. Each PCM site has a limited enrollment capacity and availability is subject to change. For more information, contact the Naval Hospital TRICARE Health Benefits Office at (904) 542-9164 or visit the TRICARE Service Center at 1210 Kingsley Avenue, Suite 1, Orange Park, Fla. Naval Hospital Jacksonville is constantly looking for ways to better serve our enrolled patients. The following are the hospital's PCM sites at the time of this guide's publication and a brief description of each.

## CLINICS

### Family Medicine Clinic

**Location:** Second Floor/Outpatient Clinic

**Appointments:** (904) 542-4677 or Toll Free: 800-529-4677

**Routine/Acute Care:** Monday to Friday – 7:30 a.m. - 5 p.m.

**After Hours Clinic (limited appointments):** Thursday – 5 p.m. - 8 p.m.

Closed on weekends and holidays.

The hospital operates the Navy's largest Family Medicine Residency Program. The Family Medicine Department offers the entire family the opportunity to enroll and receive their care from staff and resident family physicians, family nurse practitioners or physician assistants in a comprehensive, coordinated, prevention-focused plan of care. Most of your visits will be with your assigned Primary Care Manager. Family physicians and family nurse practitioners are trained to provide care from birth through maturity, including most aspects of women's health. Family physicians receive dedicated training in obstetrics and are fully qualified to provide full scope, low risk obstetrical services. In addition to routine health care visits such as physical exams and chronic medical condition management, same day acute care appointments are also available. The Family Medicine physicians and residents perform a variety of procedures including vasectomies, removal of skin lesions and exercise stress testing. Immunizations are offered during regular business hours.



## Pediatric Clinic

**Location:** First Floor/Outpatient Clinic

**Appointments:** (904) 542-4677 or Follow-up Appointments: (904) 542-7302

**Toll Free:** 800-529-4677

**Hours of Operation:** Monday to Friday – 8 a.m. - 4 p.m.

**Immunization** (*including Flu Shots*)

**Walk-in times:** Monday to Thursday – 9 a.m. - 11 a.m. & 1 p.m. - 4 p.m.

Friday – 9 a.m. - 11 a.m. & 1 p.m. - 3 p.m.

The Pediatric Clinic offers a full range of pediatric care including well-baby check-ups, same-day acute care, routine appointments and specialty consultations. The clinic sees children through age 22. Children ages 13 through 22 may be seen in the Adolescent Clinic, which includes routine gynecological care. The Adolescent Clinic is usually staffed two to three days per week depending on patient need and staff availability. A team of pediatric health care professionals, including board-certified pediatricians and nurse practitioners, provides high quality care. TRICARE Prime patients enrolled to the clinic have priority. Parents wishing to have their children's care provided in the Pediatric Clinic should select this clinic as their child's primary care site.

## Naval Branch Health Clinic Mayport

**Location:** Building 1363, Naval Station Mayport

**Hours of Operation:** Monday to Friday – 7:30 a.m. - 4:30 p.m.

Saturday – 8 a.m. - 4 p.m.

Holidays – Duty Crew

**Information:** (904) 270-4444

**Appointments/Sick Call:** (904) 542-4677 or Toll Free: 800-529-4677

**Overseas/Sea Duty Screening:** (904) 270-5277

**Pharmacy:** (904) 270-5083

**Pharmacy Automated Refill Service:** 800-NAV-PHAR (628-7427)

**TRICARE/Health Benefits Office:** (904) 270-4255 or

800-444-5445 (24-hour access)

**Wellness:** (904) 270-5251

Naval Branch Health Clinic Mayport is the TRICARE Prime enrollment site for patients living in the Naval Station Mayport area. The clinic provides health-related services for patients of all ages. Services include routine care, women's health, immunizations, and disease management for chronic conditions such as hypertension and diabetes. Acute care is available for minor injuries, flu-like symptoms, earache, sinus infection and other common illnesses. The clinic has an outpatient pharmacy and a Call-In Pharmacy Refill service. Emergency services are not available at the clinic. For emergencies, call 911 or go to the nearest emergency room.



## Naval Branch Health Clinic Kings Bay, GA

**Location:** 881 USS James Madison Road, Naval Submarine Base, Kings Bay, Ga.

**Hours of Operation:** Monday, Tuesday, Wednesday and Friday – 7 a.m. - 5 p.m.,  
Thursday – 7 a.m. - 7 p.m.

Closed Saturdays, Sundays and Holidays.

For routine clinic information, please call (912) 573-4242.

You may also reach the clinic toll free at 888-673-4215 and choose from the available options for assistance.

**General Information:** (912) 573-4242

**Central Appointments:** (912) 573-4215/888-673-4215/800-529-4677, Option #2

**Administrative Office:** (912) 573-8713

**Command Duty Officer After Hours:** (912) 322-6286

**Customer Service Representative:** (912) 573-4458 or email  
NBHCKingsBay@med.navy.mil

**Dental:** (912) 573-4212

After Hours Emergency call duty technician at (912) 573-0009

**Health Benefits Advisor:** (912) 573-4228

**Health Promotions/Wellness:** (912) 573-4237/3638

**Immunizations Clinic:** (912) 573-8250

**Mental Health Clinic:** (912) 573-4524

**Occupational Health:** (912) 573-3638

**Optometry:** (912) 573-4227

**Overseas/Sea Duty Screening/Exceptional Family Member:** (912) 573-8713

**Pharmacy:** (912) 573-4264/4208

**Pharmacy Automated Refill Service:** 800-628-7427

**Substance Abuse Rehabilitation Program:** (912) 573-4524

Naval Branch Health Clinic Kings Bay is the primary care site for patients living in the Naval Submarine Base Kings Bay area. This clinic provides health care for infants through adults. Services include Primary Care, Family Medicine and Pediatrics, Dental, Laboratory, Pharmacy, Radiology, Mental Health, Immunizations, Occupational Health, Substance Abuse Rehab Program, Allergy, and Health Promotions.

## Naval Branch Health Clinic Jacksonville

**Location:** Building 964, Naval Air Station Jacksonville

**All Departments:** (904) 542-3500

**Hours of Operation:** Monday to Friday – 7 a.m. - 3:30 p.m.

Naval Branch Health Clinic Jacksonville is the TRICARE Prime enrollment site for active duty service members serving aboard Naval Air Station Jacksonville and in the surrounding area. This clinic provides acute and routine medical and dental care, annual periodic health assessments, women's health, immunizations, optometry, chiropractic care, aviation medicine, outpatient pharmacy services, deployment health screenings, physical exams (including VA/QTC physicals for disability), and treatment of minor injuries and common illnesses. This clinic is accessible only to active duty personnel.

## SPECIALTY CLINICS

### General Information

The hospital offers a wide range of specialty care, such as obstetrics, cardiology, gynecology, pulmonology, gastroenterology, urology, optometry, general surgery, dermatology, ear, nose and throat, ophthalmology, orthopedics, physical and occupational therapy, mental health, nutrition services, dental and oral surgery. The patient's Primary Care Manager initiates and coordinates all specialty care. A written referral is sent electronically to the specialty clinic. Clinic staff contacts the patient to schedule the first appointment. Follow-up appointments are made within the specialty clinic. For information about the status of a referral, call Central Appointments at (904) 542-4677.

### Chiropractic Clinic

**Location:** Branch Health Clinic Jacksonville, Room 321

**Appointments:** (904) 542-3500, Option 1

**Hours of Operation:** Monday to Friday – 7:30 a.m. - 4 p.m.



This clinic is open to active duty service members only. The Chiropractic Clinic offers conservative, noninvasive treatment for neuromusculoskeletal complaints resulting from injury, accidents or the result of conditions like pregnancy. The primary form of treatment is chiropractic manipulation. Patients are seen by appointment only.

## PASTORAL CARE

### Chapel

**Location:** Second Floor/Hospital

**Telephone:** (904) 542-7531

**Religious Services:**

**Catholic Mass:** Mondays and Holy Days of Obligation – 11:30 a.m.

**Roman Catholic Mass:** Monday to Friday – 11:30 a.m.; Sundays – 7:30 a.m.

**Protestant Worship:** Thursdays - 12:15 p.m.

**Study Groups:** Call for times and locations

The Pastoral Care Department provides religious and spiritual support to hospital staff, patients and military family members. Chaplains visit inpatients and provide pastoral counseling and crisis intervention. Chaplains also regularly offer educational programs on topics relevant to spirituality, health care and military lifestyle.

If you are looking for a quiet reflective place to meditate, pray or worship, our chapel is available to you 24 hours a day. There you can seek comfort and peace and know that you are not alone.

The Pastoral Care Department can provide assistance 24 hours a day, 7 days a week. During normal working hours, call Pastoral Care at (904) 542-7531. After hours, weekends, and holidays, ask your ward staff for assistance or call the Quarterdeck and ask for the duty chaplain. Religious services are held on the second floor in the hospital chapel.

### Grief

Naval Hospital Chaplains are available to provide formal grief counseling/therapy by calling Pastoral Care. Care Notes designed to help you work through your grief are also available upon request.

### Spiritual Nurturing Ministry

In the event of a personal loss or life-changing event, the Pastoral Care Department can provide you and your family spiritual aftercare. Hospital chaplains can assist you in finding that spiritual connection in your life.





## **BEHAVIORAL HEALTH**

### **Substance Abuse Rehabilitation Program**

**Location:** 2034 Tatum Avenue, NAS Jacksonville

**Telephone:** (904) 542-3473, ext. 122

The Substance Abuse Rehabilitation Program (SARP) provides rehabilitative services to people adversely affected by alcohol dependence, alcohol abuse, and drug abuse. The SARP treatment program is available to all active duty and retired service members and their families, 18 years and older. Please call the SARP for more information.

### **Mental Health Department**

**Location:** 2034 Tatum Avenue, NAS Jacksonville

**Telephone:** (904) 542-3473

**Hours of Operation:** 7:30 a.m. - 4 p.m.

The Mental Health Department is located in Building 2034, at the base of the orange and white water tower just south of the hospital. Services offered include outpatient evaluation and treatment of depression, anxiety and other mental health problems.

Active duty service members have priority access for care, but spouses of active duty members may also be seen when space is available. Call the clinic to schedule an appointment. Referrals are no longer necessary. When services are not available, family members may contact Value Options at 800-700-8646 to request mental health care through a provider in the community.



## WELLNESS

### Nutrition Department

#### Clinical Dietitian

**Location:** First Floor/Hospital - Room 1102

**Services available:** Diabetes, Cardiovascular Nutrition, Weight Management and OB Weight Control classes are available, as well as individual consultations.

**Appointments:** Open to all TRICARE members. A consult is required except for active duty personnel who need to meet weight/body fat requirements. Appointments can be scheduled by calling Central Appointments at (904) 542-4677 or (904) 542-9783.

### Wellness Center

**Location:** Building 867, Enterprise Street, NAS Jacksonville

**Telephone:** (904) 542-5292

The Naval Hospital's award winning Wellness Center offers a variety of health education programs designed to promote lasting changes in lifestyle management. You can call or stop by the clinic to sign up for one of our many classes. Or you can also make an appointment to speak one-on-one with a qualified health educator or dietitian. All active duty, retirees, family members and DoD civilian employees may receive help from the Wellness Center in achieving a healthy lifestyle.





### Health Education/Diabetes Clinic

**Location:** Room 1509 (near Internal Medicine Clinic)

**Telephone:** (904) 542-7431

Health Education Services are available to all TRICARE Prime members. Services to non-Prime members, TRICARE for Life and DoD civilians are available on a space available basis.

#### Services Offered:

- Group & individual training in diabetes care, blood glucose monitoring, insulin use and insulin pump use
- Support group information

#### Scheduling Appointments:

To schedule outpatient appointments call either Central Appointments or the Health Education Assistant at (904) 542-7431. Inpatient visits may be arranged by calling (904) 542-7431 or speaking with the ward staff. A written doctor's referral is recommended and is required for all patients with third party insurance.

## WOMEN'S HEALTH CARE SERVICES

### Women's Health

We are committed to providing health services to meet the needs of every woman regardless of her age or stage in life. Our ultimate goal is to become a model of excellence and to foster the establishment of a true health care partnership with the women we serve.

The core of our program is Women's Primary Care. This includes care and services provided by:

- **Branch Health Clinics**
- **Family Medicine**
- **OB/GYN Specialty Clinic**
- **Primary Care Group Practice**

Our supporting services cover the needs for the "total woman" to include mind, body and spirit. We recognize that women have different needs at different times of their life and we want to provide a supportive environment to meet those needs with a full range of services. We are building a solid foundation that will enable us to effectively respond to the evolving changes and improvements in Women's Health.

- **Acute and Chronic Care Services**
- **Adolescent Services**
- **Wellness Programs**
- **Breast Care Services, including Mammograms**
- **Community Education**
- **Family Planning**
- **Maternity Services**
- **Midwife Services**
- **GYN Services**
- **Operational Women's Health**

### Access to Care

Services are offered to all eligible beneficiaries with limited availability for patients not enrolled in TRICARE Prime. Please refer to the Priority of Patients section for more details.

### OB/GYN Clinic

**Location:** First Floor/Outpatient Clinic

**Hours of Operation:** Monday to Friday – 7:30 a.m. - 4:30 p.m.

**Appointments:** (904) 542-4677

**Toll Free:** 800-529-4677

The OB/GYN Clinic offers a full range of services including prenatal care, contraceptive care, comprehensive women's preventive health exams, general gynecology, and colposcopy. Diagnostic, therapeutic, and minimally invasive gynecologic surgery is also offered.

In addition to the specialty care available, a variety of prenatal and postpartum educational classes are offered.



### Labor & Delivery

**Location:** Fifth Floor/Hospital

**Telephone:** (904) 542-7705

Our family-centered care Labor and Delivery unit is located on the 5th floor. Our team of health care professionals is honored to care for you and your family during this very special time. Your labor experience is based on your needs and family is always welcome. We specialize in pain management services to include natural labor, medications, epidural, anesthesia and Hypnobirthing. Tours are available.

### Mother Infant Unit

**Location:** Eighth Floor/Hospital

**Telephone:** (904) 542-7709/7708

**Philosophy:** We promote Family-Centered and Patient-Centered Care.

**Visiting Hours:** Visiting hours are 24 hours a day. We support the wishes of the mother and encourage her to take advantage of this unique opportunity to embrace her new family member. The new father or a significant other is welcome to stay the night with the mother. Newborns must have a car seat at the time of discharge. Prior installation is recommended.

**Specialized Services:** Private rooms, couplet care, lactation services, hearing screening for all newborns, Web cameras with free Internet access, E-mail baby photo services, and a post-delivery special dinner for the new parents.



## PHARMACY SERVICES

On behalf of the Naval Hospital Jacksonville Pharmacy Department, we would like to thank you for making us your first choice in fulfilling your pharmacy health care needs. We welcome the opportunity to serve you and to make your visit a success. The following information is provided to help you understand our procedures. While we are required to follow many local, state, federal and Navy regulations, our primary interest is the continued health and safety of our patients.

### You Have Options for Your Pharmacy Services!

#### Three Options - Your Choice

##### 1) Naval Hospital Jacksonville Pharmacy Services

(Up to 90-day supply)

Limited Formulary (Drug List)

No Copayment

##### 2) TRICARE Mail Order Pharmacy (TMOP)

(Up to 90-day supply for most chronic medications)

Expanded Formulary (Drug List)

Copayment: \$3 for Generic Drug

**ACTIVE DUTY MEMBERS - NO COPAY**

See web sites at [www.tricareformularysearch.org](http://www.tricareformularysearch.org) and

[www.tricare.osd.mil/pharmacy](http://www.tricare.osd.mil/pharmacy) for co-pay updates and further information.

##### 3) TRICARE Pharmacy Retail Network (TRRx)

Local Civilian Community Pharmacy

(30-day supply per copayment)

copayment: \$3 for Generic Drug

\$9 for Trade Name Drug

\$22 for Non-Formulary Drug

**ACTIVE DUTY MEMBERS - NO COPAY**

See web sites at [www.tricareformularysearch.org](http://www.tricareformularysearch.org) and

[www.tricare.osd.mil/pharmacy](http://www.tricare.osd.mil/pharmacy) for co-pay updates and further information.

The TRICARE Mail Order Pharmacy (TMOP) is the most cost-efficient method outside the Naval Hospital since a single copayment will allow a 90-day supply versus a 30-day supply at the network pharmacies. More information regarding the TMOP and the TRICARE Pharmacy Retail Network is available through Express Scripts: 866-363-8667 or [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE). If you would like to convert an existing prescription to TMOP, visit the Express Scripts Web site and click on the TRICARE logo. You will complete the electronic enrollment form and select the existing medication you want to convert to home delivery. To convert by phone, call the Member Choice Center toll free at 877-363-1433, Monday through Friday, 8 a.m. - 5 p.m. Central Standard Time (CST).

## Outpatient Pharmacy Locations

### Hours of Operation

#### **Naval Hospital Outpatient Pharmacy: (904) 542-7405**

*Located on the First Floor of Naval Hospital Jacksonville*

Monday to Friday – 7:30 a.m. - 6 p.m.

Saturday – 8 a.m. - 3:30 p.m.

Sundays/Holidays – CLOSED

#### **Naval Hospital Satellite Pharmacy (Building 950): (904) 542-2537**

*Located in the Parking Lot of the Navy Exchange/NAS Jacksonville*

Monday to Friday – 9 a.m. - 6 p.m.

Saturday – 9 a.m. - 3 p.m.

Sundays/Holidays – CLOSED

#### **Drive Up Window**

Monday to Friday – 8 a.m. - 6 p.m.

Saturday – 8 a.m. - 3 p.m.

Sundays/Holidays – CLOSED

#### **Naval Hospital Active-Duty-Only Branch Health Clinic: (904) 542-3500**

*Located at the Branch Health Clinic Jacksonville*

Monday to Friday – 7:30 a.m. - 12:30 p.m. and 1 p.m. - 4 p.m.

Saturdays/Sundays/Holidays – CLOSED

## New Prescriptions

The Pharmacy will fill new prescriptions written by military and civilian physicians as long as the medication is on the hospital's formulary (drug list.) New prescriptions written by civilian prescribers will be filled only at the Satellite Pharmacy located in the NAS Jacksonville Navy Exchange parking lot. The Satellite Pharmacy is also the pick up site for all refills. Patients may either wait or drop off their prescriptions for next day pick up after 10 a.m. (except Saturdays) for all medications except antibiotics and controlled substances. Patient questions are answered at this time and patient counseling about the medication is completed.

## Refills

All refills are done using the Pharmacy's automated refill system. This service is available 24 hours a day, 7 days a week. Prior to calling, you should have the prescription number(s) and the sponsor's Social Security Number available. Follow the directions given and enter the appropriate information when asked while using a touch-tone telephone or order online at <http://navalhospitaljax.med.navy.mil> under the Pharmacy tab. Refills may be picked up 72 hours after ordering at the Satellite Pharmacy located in the Navy Exchange parking lot.

## Transferring Prescriptions from Other Military Treatment Facilities:

As you move from one duty location to the next, finding a new doctor and refilling prescriptions are important. Regardless of your duty location, a local Military Treatment Facility (MTF) pharmacy can fill any valid non-controlled formulary prescription (including one written at another MTF or by civilian doctors), if the medication is on the MTF formulary and was originally filled at a DoD pharmacy.

### Frequently Asked Questions about the Pharmacy

#### Who can use the Pharmacy?

Anyone who is authorized health care in an MTF may use the Pharmacy. This includes Medicare-eligible military retirees and their authorized family members.

#### What medications are carried by the Pharmacy?

A wide range of medications which were selected by DoD and Naval Hospital Jacksonville are available. The list of these medications is called a formulary and is available at the pharmacy or online at <http://navalhospitaljax.med.navy.mil>. Medications not on the formulary will not be dispensed at the hospital pharmacy, but may be obtained at civilian pharmacies for TRICARE-eligible patients with normal cost sharing.

#### How soon can I get my medication refilled?

You are highly encouraged to call your prescription in within 10 days of needing your next refill. For example, if you received a 90-day supply of medication you cannot receive your next refill for at least 80 days from the last day it was dispensed. If you will be traveling or out of the area for a period of time, please contact the pharmacy and ask for assistance.

#### How long will my refill prescriptions be held at the refill building?

Due to a lack of space and the large volume of refill prescriptions filled each day, the pharmacy is limited in the time a refill can be held. Normally, a refill is returned to stock 10 days after being called in.

#### My vision is poor and I have problems using the automated refill system. Can I get help?

Yes, you can. Call the pharmacy at (904) 542-7405/7406, explain your problem and a technician will assist you.



## DIAGNOSTIC SERVICES

### Radiology

**Location:** First Floor/Outpatient Clinic

**Telephone:** (904) 542-7363

The Radiology Department is happy to serve your imaging needs. We provide a variety of inpatient and outpatient services, including but not limited to diagnostic radiography, mammography, ultrasound, MRI, CT scans, fluoroscopy, bone density screening and nuclear medicine studies.

You should receive a telephone call from a scheduler to book your exam after a test is ordered. If you have not received a telephone call within 3-5 days of the order being placed, please call either the Radiology Leading Chief Petty Officer (LCPO) at (904) 542-7745 or one of the scheduling numbers below. All results are provided to the requesting physician. Radiology does not accept written requests from civilian providers due to patient safety concerns.

#### Scheduling Numbers:

Ultrasound:	(904) 542-9360
Mammography:	(904) 542-7461
MRI and Fluoroscopy:	(904) 542-9693
CT Scan:	(904) 542-9799
Dexa Scan:	(904) 542-7363
Nuclear Medicine:	(904) 542-7940







### Laboratory

**Location:** First Floor/Hospital

**Telephone:** (904) 542-7380

The laboratory is open for outpatient blood drawing from 7 a.m. to 7 p.m., Monday through Friday and from 8 a.m. to noon on Saturdays. The drawing area is closed on Sundays and holidays. Some tests require appointments (glucose tolerance testing and male fertility testing), but most do not. Be aware that 24-hour urine collections require special preservatives or specimen containers. Cholesterol/lipid studies require you to fast for 10-12 hours before having your blood drawn. If needed, special instructions will be issued either by the physician or the staff members at the lab before the test is performed. NOTE: The laboratory does not accept written laboratory requests from civilian providers due to patient safety concerns. If you have any questions, please call the laboratory. All results are provided to the requesting physician.

## DENTAL CARE

### Dental Clinics

**Dental Clinic NAS Jacksonville:** (904) 542-3441

**Dental Clinic Naval Station Mayport:** (904) 270-5351

**Dental Clinic Naval Submarine Base Kings Bay, Ga.:** (912) 573-4212

Each naval base in the Jacksonville area has a Dental Clinic. The clinics provide a full spectrum of dental services for active duty personnel.

By law, personnel enrolled in the Family Member or Retiree Dental Plans are not entitled to treatment at military facilities for service covered by the dental plan. Family members and retirees not enrolled in either dental plan are seen on a space available basis for routine cleanings and fillings only. Membership in one of the DoD-sponsored plans is encouraged.

Dental sick call is conducted daily for active duty personnel and retirees. After hours, on weekends and holidays, the duty section at the dental clinics treat dental emergencies.

### TRICARE Active Duty Family Member Dental Plan

The TRICARE Dental Program (TDP) is a voluntary, premium-based dental insurance plan administered by United Concordia. The TDP is available to active duty family members, members of the National Guard and Reserve and family members of National Guard and Reserve members.

The TDP offers comprehensive benefits with low premiums and is available worldwide. This guide highlights the TDP for members who receive services in the United States service area, which includes the District of Columbia, Guam, Puerto Rico, and the U.S. Virgin Islands.





## Your **PATRIOTISM** is Honored

The **TRICARE Dental Program**  
is available for:

Active Duty Family Members

National Guard/Reserve  
Members

National Guard/Reserve Family  
Members



UNITED CONCORDIA

Enroll today!  
[TRICAREdentalprogram.com](http://TRICAREdentalprogram.com)

To be eligible to enroll in the TDP, the sponsor must have at least 12 months remaining on his or her service commitment at the time of enrollment. All new enrollees must remain enrolled in the TDP for at least 12 months. After completing the 12-month minimum enrollment period, enrollment may be continued on a month-to-month basis.

There are three convenience options to enroll in the TDP: online, mail and fax. Enroll online using a credit card for the initial premium payment. Access the online TDP Enrollment Form at [www.TRICAREdentalprogram.com](http://www.TRICAREdentalprogram.com). Fill out the enrollment form and mail it along with your initial premium payment to United Concordia/TDP, P.O. Box 827583, Philadelphia, PA 19182-7583. Or fax your TDP Enrollment Form and initial payment (credit card only) to 888-734-1944.

All new enrollees must submit a payment equal to one month's premium with the enrollment form. When United Concordia receives an enrollment form, the Defense Enrollment Eligibility Reporting System (DEERS) will be queried to confirm eligibility. Once confirmed and payment is received, member(s) will be enrolled in the TDP. Members should contact United Concordia's Customer Service Department at 888-622-2256 before receiving treatment to ensure coverage is in effect.



Government-sponsored premiums and cost-shares ensure you get the most coverage for minimal out-of-pocket costs. Premiums vary depending on the number of members enrolled and sponsor's status (active vs. inactive). Premiums will be paid through automatic monthly payroll deductions. Visit [www.TRICAREdentalprogram.com](http://www.TRICAREdentalprogram.com) for the current premium amounts or call Customer Service at 888-734-1944.

Preventive dental services such as cleanings are covered at 100 percent and require no out-of-pocket payment when a participating dentist provides the care. Some covered services require a cost share, the portion of the cost that is the member's responsibility. The TDP limits the amount that can be paid for each member's dental services: Annual

maximum is \$1,200 per member per contract year (Feb. 1 - Jan. 31) for all services excluding orthodontics. The lifetime orthodontic maximum is \$1,500, subject to age limitations.

Members may receive dental care from any licensed/authorized dentist. However, you can save money by choosing a participating dentist in United Concordia's network. To find a dentist, visit the website and click on "Find a Dentist."

### Retiree Dental Plan

The TRICARE Retiree Dental Plan (TRDP) is a voluntary dental benefits program administered by Delta Dental of California. It is available to retired service members (including retired National Guard or Reserve members) and their family members, Medal of Honor recipients and their families and survivors in the continental United States and in all overseas locations. In addition to preventive care, this comprehensive dental plan offers major services like crowns, bridges, dentures and orthodontics.

Enrollment in the TRDP is voluntary and each new enrollee must fulfill an initial enrollment period of 12 consecutive months. After the initial 12-month period, you become eligible for the full scope of benefits offered under the Enhanced TRDP. There are three ways to enroll: online, by phone or by mail. A two-month premium prepayment is required at the time of enrollment. The annual maximum (per person, per benefit year) is \$1,200, and the orthodontic maximum per person, per lifetime is \$1,500. For more information about the TRDP, visit [www.trdp.org](http://www.trdp.org) or call 888-838-8737.



## INPATIENT POLICIES & ADMISSION PROCEDURE

### Inpatients: What to Bring

**The following items should be considered for a pre-planned overnight stay at the hospital:**

Personal care items: pajamas or nightgown, robe, slippers, comb, toothbrush and toothpaste, shaving cream, cosmetics. If the patient is unable to bring his own, the hospital will supply sleeping garments and a robe. A small supply of cash for newspapers or other small items: Ten dollars is the recommended amount. Electric hairdryers, shavers and battery operated radios are permitted; however other personal electrical items must be specifically approved by the Charge Nurse.

### Inpatients: What Not to Bring

Do not bring valuables. Money and valuables brought to the hospital will be inventoried on the ward. Ward personnel will deposit inventoried valuables in the Patient Valuables Safe. Valuables may be withdrawn from this safe upon discharge. The hospital cannot assume responsibility for any patient valuables not deposited with the Valuables Custodian. Do not bring medications or other drugs. Your doctor will prescribe all medications to be used while you are a patient.

### Admissions Office

**Location:** 2nd Floor, Room 2006/Hospital

**Telephone:** (904) 542-7811

The Admissions Office is staffed 24 hours a day. The following information and documentation is required at the time of admission:

- Patient's full name, date of birth, address, gender, religion, marital status
- Patient's military or family member ID card
- Sponsor's name, rank, rate, Social Security Number
- Name and telephone number of individual to be notified in case of emergency
- Patients having Advance Directives (i.e. Living Will, Durable Power of Attorney for health care) should provide a copy of the directive to hospital staff at time of admission so it can be placed in the Inpatient Health Record
- Health insurance card with name of carrier, policy number (if applicable) for all insurance other than TRICARE. Auto insurance information is also required if a third party payer is responsible for your injury, i.e. a motor vehicle accident.

**NOTE:** Insurance information must be collected to assist the Navy in the recovery of medical costs from the insurer. All funds recovered from insurance companies are used by the hospital to expand the availability of or improve the quality of services provided to beneficiaries.

## Discharge

Patients are normally discharged from the hospital in the morning and must process through the Collection Agent's Office located on the first floor of the hospital. Hours of operation are 7:30 a.m. to 4 p.m., Monday through Friday. Closed Saturday, Sunday and holidays. The patient or sponsor must pay the hospital charges in full at the time of discharge or arrange for payment with the Collection Agent at (904) 542-7684.

Active duty patients discharged from the hospital during normal working hours must check out with the Patient Administration Department for endorsement of orders and disposition instructions. The Patient Administration Department is located on the second floor of the hospital. Active duty patients discharged after normal working hours should check out with the OOD at the hospital Information Desk.

## Nursing Staff

We sincerely want to welcome you to our inpatient unit. Our mission is to provide our military community with the family-centered care that you deserve. Our health care team of physicians, nurses, physician assistants, hospital corpsmen and civilian support staff take great pride in delivering the safest, high-quality patient care possible. Please feel welcome to discuss your entire plan of care with any member of your health care team. If there is any way we can make your stay more pleasant, please let us know. We want to remain your first choice for health care.

## Visiting Hours



Family and friends are welcome to visit daily on the general care units from 10 a.m. until 8 p.m. Visiting children must be healthy and supervised by an adult visitor at all times. Patients and their families who require variations from scheduled visiting hours may discuss a personalized visitation plan with the nursing staff. The number of visitors may be restricted due to room size or the patient's medical condition. Please check with the nursing stations before entering patient rooms. Patient privacy is very important. You

have the right to request limitations on your visitors. Specialty areas such as the Intensive Care Unit or Labor and Delivery may have different visiting considerations. Please call the Quarterdeck or those nursing units to confirm visiting hours.

## ADMINISTRATIVE ASSISTANCE & REFERRAL PROGRAM

### Birth Certificates

The State of Florida requires that all birth certificates be filed within five days of the child's birth. Parents must complete the birth certificate worksheet within 48 hours. The Admissions clerk will provide the necessary materials and information on filling out the forms. Parent(s) must verify the accuracy of the birth certificate application and sign the original birth certificate prior to discharge from the hospital. The Admissions Office staff will provide all forms needed for the sponsor to update their personnel record and register the newborn in the Defense Enrollment Eligibility Reporting System (DEERS). This must be done within 60 days, but should be accomplished as soon as possible. For more information call the Admissions Office at (904) 542-7811.

A True Certified Copy of the birth certificate must be requested using the Application for Duval County Birth Record that is provided by the hospital's Admissions Office. It should be mailed along with your payment to Vital Statistics, Duval County Health Department, 515 West 6th Street, Jacksonville, FL 32206-4397. For more information about obtaining a birth certificate, call the Duval County Office of Vital Statistics at (904) 253-1620. Naval Hospital Jacksonville does not keep birth certificates on file. All requests of birth certificates must be directed to the county health department.

### Civilian Health Insurance

#### Third Party Collections

**Telephone:** (904) 542-7828, ext. 128

If you have civilian health insurance other than TRICARE, a TRICARE supplement, or Medicare coverage, you should provide your insurance information to the hospital. Federal law requires every military treatment facility (MTF) to bill other insurance companies for your care. We also bill for pharmacy and some ancillary services. This billing process will not result in a cost to you. You will not be responsible for paying deductibles for care received in the MTF.

When you check in for an outpatient appointment, ask if the insurance information is included in your medical record. You will also be asked to provide your other insurance information when you are admitted. All employer-provided plans must be noted in the record even when a patient has Medicare coverage.

All money recovered from insurance companies is used to purchase new equipment and improve the services provided to you. You are still responsible for paying the daily subsistence rate as required if not paid by your insurance carrier.

If you are injured in an automobile accident, the hospital is also required to collect from your automobile insurance company (PIP coverage) for care obtained in a military treatment facility. Please contact Third Party Collections and notify them when care has been received as a result of an auto accident.



### Collections Office

**Location:** First Floor/Hospital

**Telephone:** (904) 542-7684

Inpatients discharged during normal working hours are requested to stop by the Collections Office and pay the nominal daily subsistence charge incurred during the stay. Patients discharged after normal working hours or on weekends will be billed.

### Exceptional Family Member Program (EFMP)

**Location:** Second Floor/Hospital

**Telephone:** (904) 542-7348

The Exceptional Family Member Program (EFMP) is a mandatory program designed to identify active duty family members with long-term health care or special education needs. The program assists active duty families with coordination of overseas screening to confirm the availability of medical and educational support at overseas Locations. It identifies those who require assignments within major medical areas and also identifies those who are eligible for homesteading.

If you think you may qualify for the EFM Program, check with your command EFMP representative or call the hospital's coordinator.

### Fleet Medical Liaison

**Location:** Second Floor/Hospital

**Telephone:** (904) 542-9256

The Fleet Medical Liaison Office facilitates communication between operational commands and the hospital. They assist in medical appointment scheduling and other personnel issues.



## Health Benefits Advisors

**Location:** Second Floor/Hospital

**Telephone:** (904) 542-9164

**Hours of Operation:** Monday to Friday – 7 a.m. - 4 p.m.  
(Closed on weekends/holidays)

Do you understand your health care benefits? Are you an expert on TRICARE? Or are you one of the many people confused by terms like Managed Care, TRICARE, copayment, cost share, eligible beneficiary, Primary Care Manager, deductible, HMO and PPO?

With all the changes taking place in military and civilian health care, who can possibly expect to understand it all and be sure they are making the right decisions for themselves and their families?

Luckily, Naval Hospital Jacksonville has a team of specialists who are trained to help you understand and control your health benefits. Health Benefits Advisors (HBAs) are available to answer questions about your medical and dental benefits, help you obtain care, assist you in the claims process, help you coordinate benefits between TRICARE and another insurer, and provide information so you can make informed choices. Jacksonville's HBAs are all highly-trained professionals who have the skills and experience to assist patients with their TRICARE questions.

Naval Hospital Jacksonville's HBAs are located in the TRICARE Customer Assistance Center on the second floor of the hospital. HBAs are also located at Branch Health Clinics Kings Bay and Mayport.

## Interpreters

**Information Desk:** (904) 542-7300

If you need an interpreter for American Sign Language or a foreign language, please ask for assistance at our Information Desk. We have a list of staff and volunteers who will be glad to assist you.

## Legal Assistance

**Location:** Sixth Floor/Hospital

**Telephone:** (904) 542-7816

The Legal Office provides limited legal services for inpatients and staff. These services include Living Wills, Durable Powers of Attorney (health care) and Notary services.

## Medical Records

**Location:** Outpatient Records - First Floor/Outpatient Clinic  
Inpatient Records - Second Floor/Hospital

**Telephone:** (904) 542-7425/7427

If you are new to the area or a new military family member, you should stop by the Outpatient Records Desk in the Outpatient Clinic and get registered. Family members and retiree medical records should be turned in or a new medical record created, if necessary.

Medical records are, by law, the property of the U.S. Government and must remain in the hospital or branch health clinics at all times. This system ensures that all medical information, lab and test results will be properly filed in your record, and that your record will be automatically sent to any clinic when you have an appointment.

You may request a copy of your medical record or have your records transferred to another military treatment facility by stopping at the Correspondence Section in the Outpatient Records Office. A copy of an Outpatient Medical Treatment Record of an adult family member or spouse may be released to the sponsor or spouse, provided written authorization by the patient is given.

## Medical Board Processing

**Location:** Second Floor/Hospital

**Telephone:** (904) 542-7568

The Medical Board staff assists active duty, reserved and TRI-service personnel with permanent or temporary disabilities that are being processed by Physical Evaluation Boards and Limited Duty Medical Boards. The staff also provides education and counseling on disability issues and benefits.

## Disability Counselor

**Location:** Second Floor/Hospital

**Telephone:** (904) 542-7569

The Physical Evaluation Board Liaison Officer (PEBLO) assists and counsels active duty and reserve members during their Physical Evaluation Board process. The PEBLO also facilitates the Disability Transition Assistance Program (DTAP) class, which provides service members with accurate and complete information about the Disability Evaluation System.

## Customer Relations Office

**Location:** Second Floor/Hospital

**Telephone:** (904) 542-9175

**CO's Care Line:** (904) 542-CARE (2273)

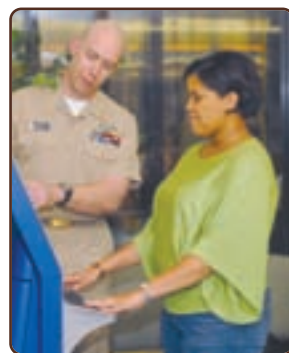
**Customer Relations E-mail:** nhjaxcustomerservice@med.navy.mil

The hospital's Customer Relations Office manages a network of Customer Service Representatives (CSRs) located in each hospital department. The CSRs serve as patient advocates. Visitor and patient concerns or suggestions should be addressed to the clinic or department CSR. The photos and names of all CSRs are prominently displayed in all clinical areas. A patient may also call the Customer Relations Office for assistance or for the name and phone number of the CSR in a specific area. Customer Comment Sheets are located throughout the hospital and the Commanding Officer also has a Care Line that customers may use to compliment staff, make suggestions or voice concerns.

## ICE

The Interactive Customer Evaluation (ICE) System is a web-based tool for collecting patient feedback about the services provided at Naval Hospital Jacksonville or one of its Branch Health Clinics.

Patients or visitors may submit online comment cards to rate the services provided, praise staff for outstanding service or submit suggestions in one of two ways. They may either submit a comment from their home computer at <http://navalhospitaljax.med.navy.mil> or they may submit a comment using the kiosks located throughout the medical facilities.



## Public Affairs Office

**Location:** Second Floor/Hospital

**Telephone:** (904) 542-7820/7417

The hospital's Public Affairs Office has authorized Heritage Publishing, Inc. to produce the 2009 edition of the *Naval Hospital Jacksonville Patient Guide*. The Public Affairs Office publishes its own patient newsletter, *The Pulse*. Comments or suggestions are welcome.

## Release Information

You may request a copy of your medical record by filling out a Release of Information form. This form is available at the Outpatient Records Desk. Please allow 2-3 weeks to receive the copies. If you are separating or retiring, put your request in 6-8 weeks in advance so that you allow ample time to receive the copies.

## **PATIENT'S BILL OF RIGHT & RESPONSIBILITIES**

### **Patients Have the Right to:**

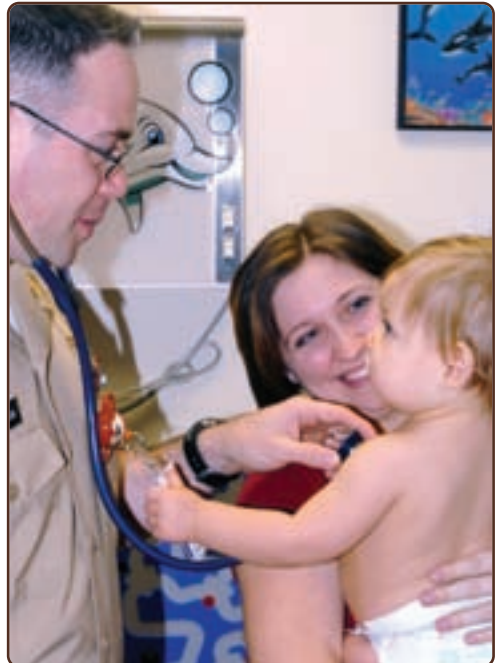
- Be administered quality care and treatment in a safe and secure environment consistent with available resources and generally accepted standards and have access to protective and advocacy services.
- Refuse treatment to the extent permitted by law and military regulations and participation in any research.
- Be given considerate and respectful health care with recognition of their personal dignity, cultural, spiritual and ethnic beliefs.
- Privacy during all medical treatment and to have all communications and records pertaining to their care treated as confidential in accordance with federal law and military regulations.
- Be made aware of any uses and/or disclosures of personally identifiable health care information that is maintained on them at this facility.
- Receive reasonable continuity of care and to know the name, professional status and credentials of personnel participating in their health care.
- Have themselves, or when medically advisable, an appointee provided with information regarding their diagnosis, treatment, prognosis and procedures in a language and terms that he or she can understand to include interpreters or translators.
- Participate in the management of their health care and be given information in non-clinical terms to facilitate knowledgeable decisions regarding their consent or refusal of treatment or participation in any research projects related to their care.
- Be informed of hospital rules and regulations that relate to patient or visitor conduct such as smoking rules.
- Formulate an advanced directive such as a living will or durable power of attorney and/or appoint an appointee to make health care decisions on their behalf to the extent permitted by law should they become incapacitated and unable to appropriately communicate.
- Examine the adequacy of care regarding their treatment, billing or other matters pertaining to their health care and to have any concerns or complaints reviewed and resolved in a timely manner, whenever possible.
- Inform their health care provider of their pain with a reasonable expectation of receiving effective pain management and to be educated on the potential limitations and side effects of pain treatments.
- Provide feedback on complaints or concerns about any services to the Customer Service Representative within the facility or to state authorities if not addressed via the administrative Chain of Command in a timely manner.

### Patients Have the Responsibility to:

- Show respect to all staff members, government property and other patients and abide by hospital rules and regulations such as proper supervision of children, noise control, visiting limitations and smoking areas.
- Provide accurate and complete health-related information to ensure proper evaluation and treatment.
- Follow the medical and nursing treatment plan recommended by their health care provider.
- Arrive on time for appointments or notify the appointment clerk or clinic at least 24 hours ahead of time if they cannot make an appointment and to ensure their home address and telephone numbers are updated to facilitate communication with medical staff.
- Accept the consequences for refusal to comply with discharge instructions or the prescribed medical and nursing treatment plan recommended to them by the health care provider including follow-up care.
- Meet all financial commitments and obligations related to health care services received within this command.
- Ensure that medical records are promptly returned to the Outpatient Records Division for filing. All medical records documenting care by any military medical and dental treatment facility are the property of the U.S. Government.

### Pediatric Patients Under Age 18 Have the Right to:

- Receive the same rights and responsibility as adult patients. However, since pediatric patients are minors with a wide range of physical/mental developmental stages, some of their rights and responsibilities must be exercised through either a parent or legal representative.
- Have a parent or legal guardian make health care decisions on their behalf and to have them consent to or refuse treatment on their behalf to the extent permitted by federal and state law.
- Consent to or refuse, under federal or state law, certain types of treatment for specific conditions such as pregnancy-related services and sexually transmitted diseases and to do so without parental knowledge and/or consent.





## HOSPITAL AMENITIES

### Banking

**Location:** First Floor/Hospital

For the convenience of patients and visitors, the hospital has a VyStar Credit Union Automatic Teller machine located on the first floor of the hospital in the Outpatient Pharmacy waiting area.

### Barber Shop



**Location:** First Floor/Hospital

**Telephone:** (904) 542-7788

**Hours of Operation:**

Monday to Thursday – 9 a.m. - 3 p.m.

The hospital barber shop is a first-come, first-served shop that is available to patients, visitors and staff. Inpatients that are not ambulatory can request barber services through the ward charge nurse.

### Child Street Café (Galley)

**Location:** First Floor/Hospital

Naval Hospital Jacksonville's award winning galley, the Child Street Café is located behind the hospital information desk. Meals are served Monday through Friday, closed weekends/holidays: Breakfast, 6-8 a.m.; Lunch, 11 a.m.-1 p.m.; Dinner, 4:30-6 p.m.

### Hospital Navy Exchange



**Location:** First Floor/Hospital

**Telephone:** (904) 542-7821

**Hours of Operation:**

Monday to Friday – 9 a.m. - 4 p.m.

The Navy Exchange (NEX) operates a small gift shop on the first floor of the hospital. The NEX offer greeting cards, small gift items, snacks, books, magazines and other assorted items. There is also a limited supply of uniform accessories.

### Post Office

**Location:** First Floor/Hospital

**Telephone:** (904) 542-7819

**Hours of Operation:** Monday to Friday – 7:30 a.m. - noon and 1 - 4 p.m.

A U.S. Postal Service window located at the Mail Room provides limited services. Mail Room staff will accept packages for mailing if the correct postage is on the package. Mailboxes are located at various sites throughout the hospital. Stamps are not available in the hospital, but can be purchased at the base Post Office on Child Street across from the main Navy Exchange.

### Italia D'Oro Coffee Stand

**Location:** First Floor/Outpatient Clinic

The Italia D'Oro coffee stand is located across from the Pediatric Clinic in the Outpatient Clinic. Its large selection of specialty coffees and other beverages are a favorite of patients and staff.

### Snack Bar

**Location:** Second Floor/Hospital

**Hours of Operation:** Monday to Friday – 6:30 a.m. - 3 p.m.

The Navy Exchange Snack Bar offers beverages, snacks and hot food from the grill. The grill secures 30 minutes prior to closing.

### Telephones

Pay telephones are located in the Outpatient Clinic and on the first floor near the hospital lobby. Inpatients have bedside telephones. For the convenience of hospital patients, a phone card machine is located on the Surgical Ward and the first floor of the hospital. Phone cards can be purchased to make long distance calls at competitive rates. Inpatients who would like to purchase a phone card should ask ward personnel for assistance.

## **POLICIES & INFORMATION FOR YOUR WELL-BEING**

### **Patient Safety Information**

Patients can ensure a safer experience with the health care system by being involved and informed about their treatment. By asking questions and following through on their doctor's treatment and instructions, patients can take part in the process and gain confidence in the system. Improving patient safety requires continuous learning and the constant communication of information between caregivers, organizations, patients and their families. Everyone has a role in patient safety and everyone will benefit from its successes.

Naval Hospital Jacksonville suggests these steps to help make your health care experience safer:

- Become a more informed health care consumer.
- Seek information about illnesses or conditions that affect you.
- Research options and possible treatment plans.
- Choose a doctor, clinic, pharmacy, and hospital experienced in the type of care you require.
- Ask questions of your doctor, nurse, pharmacist or benefits plan coordinator.
- Seek more than one opinion.

#### **Keep track of your history:**

- Write down your medical history including any medical conditions, illnesses, immunizations, allergies, hospitalizations, all medications and dietary supplements you are taking, and any reactions or sensitivities you have experienced.
- Make sure that all of your doctors know about everything you are taking. This includes prescription and over-the-counter medicines, and dietary supplements such as vitamins and herbs.
- Write down the names and phone numbers of your doctors, clinics, and pharmacies for quick and easy references.
- Make sure you can read the prescription your doctor writes.
- Work with your doctor and other health care professionals as a team.
- Share up-to-date information about your care with everyone who is treating you.
- Make sure you understand the care and treatment you will be receiving. Ask questions if you are not clear on your care.
- Pay attention! If something does not seem right, call it to the attention of your doctor, health care professional or medical team.
- Discuss any concerns about your safety with your health care team.
- Expect your health care workers to introduce themselves when they enter your room and look for their identification badges.
- Make sure your nurse or doctor confirms your identity, that is, checks your wristband and asks your name and birth date, before he or she administers any medication or treatment.

**Involve a family member or friend in your care:**

- If you are not able to observe or participate fully in your care, ask a family member or friend to assist. They can accompany you on appointments or stay with you, help you ask questions, understand care instructions and suggest your preferences.
- Review consents for treatment with a family member or friend before you sign them and make sure you both understand exactly what you are agreeing to.
- Make sure your family member or friend understands the type of care you will need when you get home. Your family member or friend should know what to look for if your condition is getting worse and whom to call for help.

**Your Hospital Stay and Discharge:**

- If you have a choice, choose a hospital at which many patients have the procedure or surgery you need.
- If you are in a hospital, consider asking all health care workers who have direct contact with you whether they have washed their hands.
- When you are being discharged from the hospital, ask your doctor to explain the treatment plan you will use at home.

**Surgery:**

- If you are having surgery, make sure that you, your doctor and your surgeon all agree and are clear on exactly what will be done.

**Follow your doctor's directions:**

- Be sure you receive all instructions in writing and that you read and understand them. Have information explained verbally.
- Take medications exactly as prescribed.
- Use home medical equipment and supplies only as instructed.
- Report anything unusual to your doctor.

## Joint Commission

Naval Hospital Jacksonville is committed to providing you the highest quality health care. As proof of this commitment, we maintain accreditation by the Joint Commission.

Every three years, Joint Commission surveyors inspect hospital and branch health clinic operations, both medical and administrative, and then evaluate how we operate when compared to strict standards. These medical standards are established by an independent civilian commission of representatives from the American College of Physicians, the American College of Surgeons, the American Dental Association, the American Hospital Association, the American Medical Association and other academic boards and public members.

Simply put, a Joint Commission survey is the scale by which almost every health care organization in the United States measures the quality of services it provides. Integrity is locked-in since the commission is not aligned with any commercial health care enterprise or the federal government. The commission's allegiance is solely to the delivery of the highest quality health care.

### Communicate your concerns:

Naval Hospital Jacksonville and its Branch Health Clinics promote open communication regarding your health care experience. We encourage you to contact the respective Department Customer Service Representative, the Department Head, or the Commanding Officer's Care Line (904) 542-2273 to ask questions or to voice concerns, to recognize outstanding staff or to make suggestions. If, in your opinion, concerns about patient safety or quality of care remain unresolved, you may report them to the Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, 800-994-6610 or [complaint@jcaho.org](mailto:complaint@jcaho.org).





## Volunteers

Giving a smile and a kind word, our volunteers enjoy helping others because that's what they do best. Their presence makes a significant difference in the quality of care the hospital provides to you. Volunteers provide more than 2,300 man-hours per month. It would be almost impossible to offer all the present services if we did not have volunteers. There are two volunteer organizations serving the hospital.

The American Red Cross (ARC) is well known for the service it provides during natural and manmade disasters. In addition, the ARC provides financial assistance for active duty personnel in emergency situations, counseling, assistance in communication and emergency leave verification. At the hospital, ARC volunteers work in virtually all clinical and administrative areas of the hospital. They also staff our parking lot shuttle service as drivers. If you are interested in becoming an ARC volunteer, call the hospital's ARC chairperson, Ms. Helen Donahoe at (904) 542-7525.

The second volunteer group is unique to the military treatment facility. The Retiree Liaison Program is made up of retired military personnel and their family members. They staff an information desk at the Outpatient Clinic entrance and provide information to patients and visitors. This group of dedicated volunteers was originally formed to be an informal source of information to military retirees, but over the years they have expanded their scope to assist all categories of patients. Their combined years of experience has proven to be a significant asset. For information call (904) 542-7477.

## Safety

The use of electrical or electronic devices (radios, electric shavers, hair dryers, curling irons, heating pads, etc.) is not allowed in certain areas of the hospital for safety reasons. You should check with ward personnel prior to using personally owned electric or electronic items.

During an inpatient stay, you are requested to turn in to the charge nurse on the ward any medications you have brought with you to the hospital. In order to avoid adverse drug reactions and/or problems with your course of treatment, you should not take previously prescribed or purchased medication while a patient in the hospital unless approved by your physician. Our pharmacists will review your medications and supplements to assess your fall risk, but remember you may feel fine while lying in bed, but walking may be a different matter.

Don't be overconfident. After the physician has allowed you to get out of bed for such things as going to the bathroom or walks in the hall, it is your responsibility to ask for needed assistance from medical personnel. One fall may undo what you and your physician have tried so hard to accomplish.

In case of a fire, do exactly as you are told and do not panic. Help is on the way.



### Security

**Location:** First Floor/Hospital

**Telephone:** (904) 542-7545

The Security Division, Operating Management Department, provides a full range of physical security, investigative and parking control services 24 hours a day, 7 days a week. The Security Office is located in the back passageway of the hospital, across from the NEX Gift Shop and the Barber Shop.

### Smoking Policy

Naval Hospital Jacksonville is a smoke-free facility. This applies to staff members and volunteers, as well as patients and visitors. Please do not smoke in the hospital or on hospital grounds except in the designated smoking area located behind the hospital south of the emergency room entrance.

As a health care facility, we recognize the addictive nature of tobacco products and the health risks associated with tobacco use. If you need help quitting, please contact the hospital's Wellness Center at (904) 542-5292.

## Medical Care for Minors

Children under the age of 18 years usually cannot be treated medically without parental consent. Parents can designate a third party (caregiver, relative, etc.) to authorize care for their children. This is especially important for military parents who travel frequently. This designation is accomplished by completing an “Authorization for Medical Care” form. The hospital is required by law to deny non-emergency care to minors. An “Authorization for Medical Care” form is available at the Outpatient Records desk by the entrance into the Outpatient Clinic. Minor children who do not live with their military sponsor should have an up-to-date Military Identification Card, no matter what their age, and should request their military sponsor keep their DEERS information current.

## Parking

For the next two years, the front entrance of the hospital, normally used for dropping off and picking up patients, will be secured during construction. The hospital is adding a three-story addition to improve the surgical and rehabilitative service for our military community. During the construction, patients may use the east Outpatient Clinic for this purpose. A roving patrol member of the Security Division may ticket any vehicle illegally parked. Parking spaces for vehicles displaying a disabled person’s placard or decal are conveniently located in all hospital parking lots. Vehicles parked in a disabled person’s parking space not displaying the appropriate placard or decal will be ticketed. The majority of patient parking spaces are located on the east side of the Outpatient Clinic building.

## Hospital’s Homepage on the World Wide Web

More and more people are using computers to access information on the World Wide Web. Naval Hospital Jacksonville has a homepage that provides information about health-related services offered at the hospital or at one of its Branch Health Clinics, visit <http://navalhospitaljax.med.navy.mil>.



## TRICARE BENEFIT COMPARISON

Costs for Healthcare Obtained in the Civilian Community (As always, there are no copayments for outpatient care at Naval Hospital Jacksonville or its Branch Clinics)

	Beneficiary Category	“Enrolled” Choice		“Non-Enrolled” Choice	
		TRICARE Prime	Extra	Standard	
Access to Military Doctors/Hospitals	All TRICARE eligible beneficiaries	Guaranteed Priority Access	Space-available access only: Low Priority		
Access to Civilian Specialists/Hospitals	All TRICARE eligible beneficiaries	Requires referral from Primary Care Manager	Choose from network physicians/hospitals (will file claim)	Greatest flexibility; may choose any authorized doctor or medical facility*	
Annual Enrollment	ACDU Families	No Cost	None Required		
Annual Deductible (Amount you must pay up front for civilian outpatient care)	Retirees & Family	\$230 Person/\$460 Family			
	E-4 and below	None		\$50 Person/\$100 Family**	
	E-5 and above	None		\$150 Person/\$300 Family**	
Outpatient Copayment	Retirees & Family	None		\$150 Person/\$300 Family**	
	E-4 and below	\$0	15%	20%	
	E-5 and above	\$0	15%	20%	
Outpatient Copayment (Mental Health)	Retirees & Family	\$12	20%	25%	
	E-4 and below	\$0	15%	20%	
	E-5 and above	\$0	15%	20%	
Inpatient Copayment (Includes medically appropriate OB Care)	Retirees & Family	\$25 Private/\$17 Group	20%	25%	
See Note	ACDU Families	\$0	\$15.65 per day (\$25 min)		
Inpatient Copayment (Mental Health)	Retirees & Family	\$11 per day (\$25 min.)	Lesser of \$250/day or 25% of hospital charges + 20% of doctor's bill	Lesser of \$535/day or 25% of hospital charges + 25% of doctor's bill	
	ACDU Families	\$0	\$20 per day (\$25 min.)		
	Retirees & Family	\$40 per day	20% of institutional & negotiated professional fees*	Lesser of \$193/day or 25% of allowed & professional fees*	

Lab & X-ray Services	E-4 and below	\$0	15%	20%
	E-5 and above	\$0	15%	20%
	Retirees & Family	\$0	20%	25%
Ambulance Service	E-4 and below	\$0	15%	20%
	E-5 and above	\$0	15%	20%
	Retirees & Family	\$20	20%	25%
ER Visit	E-4 and below	\$0	15%	20%
	E-5 and above	\$0	15%	20%
	Retirees & Family	\$30	20%	25%
Outpatient Surgery	ACDU Families	\$0	\$25	\$25
	Retirees & Family	\$25	20%	25%
Prescription Drugs (Civilian Pharmacy)	ACDU Families	\$3/9/22**** (30-day supply)	\$3/9/22**** (30-day supply)	Greater of \$22 or 20%
	Retirees & Family	\$3/9/22**** (30-day supply)	\$3/9/22**** (30-day supply)	Greater of \$22 or 20%
Mail In (only for beneficiaries without other primary health insurance)	ACDU Families Retirees & Family	\$3/9/22**** (90-day supply)		
	E-4 and below	\$0	15%	20%
	E-5 and above	\$0	15%	20%
Home/Family Health	Retirees & Family	\$12	20%	25%
	E-4 and below	\$0	15%	20%
	E-5 and above	\$0	15%	20%
Medical Equipment/Supplies	Retirees & Family	20% of negotiated fees	20%	25%

\*Non-availability statements for Mental Health inpatient admissions are required  
\*\*Non-enrolled beneficiaries do not pay a deductible for pharmaceuticals purchased at a network pharmacy.

\*\*\*\$3 Generic, \$9 Name Brand, \$22 Non-formulary  
Note: Newborns of dependent daughters are not eligible for TRICARE benefits.



# TRICARE IS FOR YOU!

## TWO BASIC CHOICES, ONLY ONE DECISION

**To Enroll Or Not to Enroll,  
That is the Question!**

### **“Enrolled” Managed Care Choice (TRICARE Prime)**

- Beneficiaries must **sign up** in order to use this option.
- Call the Beneficiary Service Line at 800-444-5445 or visit the local TRICARE Service Center (TSC) or a Health Benefits Advisor (HBA) at Naval Hospital Jacksonville for information on your health plan or to locate a network provider.

### **“Non-Enrolled” Self Directed Choice (TRICARE Extra & Standard)**

- It is not necessary to sign up to use this option (eligible beneficiaries are automatically covered by this choice).
- Call the Beneficiary Service Line at 800-444-5445 or visit the local TSC or HBA at Naval Hospital Jacksonville for information on local network providers and for other details/procedures.

## **TRICARE – Your Military Health Plan**

### **Eligibility for TRICARE**

TRICARE is the health benefits program for all the uniformed services. All active duty members and their families, retirees and their families, and survivors who are under age 65 participate in TRICARE whenever they seek medical care. Additionally, those individuals under 65 who have Medicare A & B because of disability or end-stage kidney disease are also eligible for TRICARE benefits. In October 2001, TRICARE for Life went into effect for retirees, their family members and survivors who are 65 or older, have Medicare A & B and enrolled in the Defense Enrollment Eligibility Reporting System (DEERS).



## TRICARE INFORMATION

### TRICARE Prime Choice #1 - "Enrolled" Choice

This choice provides the most comprehensive health care benefits to the patient at the lowest cost (see TRICARE Benefit Comparison Chart). TRICARE Prime guarantees priority access to care at military treatment facilities or with a civilian contracted doctor.

#### Enrollment

Beneficiaries must enroll to use this option. Enrollment forms are available at the local TRICARE Service Center, at Naval Hospital Jacksonville's TRICARE Customer Assistance Center or by calling 800-444-5445. Enrollment is free for active duty families. Retirees and their eligible family members must pay an annual enrollment fee of \$230 for single enrollment or \$460 for family coverage. If you do not enroll in the Prime option, you will automatically be covered under the "Non-Enrolled" Choices, TRICARE Extra or Standard as long as you are eligible for health benefits in the Defense Enrollment Eligibility Reporting System (DEERS).

#### Lower Costs

Under TRICARE Prime, enrollees do not have to pay an annual deductible. They may be responsible for a small co-payment if applicable when receiving care in the civilian network. There is no charge for outpatient care at a military treatment facility.

#### Primary Care Manager (PCM)

Those who elect to enroll in TRICARE Prime will be assigned a Primary Care Manager (PCM) at Naval Hospital Jacksonville or at a Branch Health Clinic if there are available PCM openings in those sites. If there are no PCM openings at the hospital or clinic, you will need to select a second choice from a list of network providers on your enrollment/portability application. This is a health care provider or a team of providers responsible for you and your enrolled family members' medical care. Your PCM has primary responsibility for meeting your health care needs and coordinating your total health care program. If you are assigned to a civilian PCM, you will need to schedule a new patient visit prior to becoming ill. Once established, you may make acute and routine appointments with your PCM. If your assigned PCM fails to meet your expectations, please contact the TRICARE Service Center for assistance.

## Specialty Referrals

If you become ill or require a wellness visit, contact your PCM to schedule an acute or routine appointment. Your PCM will either provide the care or refer you to a specialist (e.g., orthopedics, obstetrics). You will receive a care authorization in the mail or be contacted by the specialty provider's office. You may also call 800-444-5445 to check on the status of a referral. If you seek care without an authorization, you may be held financially responsible under the TRICARE Point of Service option for the health care service you receive. Specialty care and hospitalization will always be provided at Naval Hospital Jacksonville, if available, regardless of whether you have a military or civilian PCM. If the care cannot be provided, you will be referred to the civilian network.

## Emergency Medical Care

For emergencies defined as conditions with the potential for loss of life, limb or eyesight, call 911 or go to the nearest military or civilian hospital. You may also seek emergency care if you are experiencing extreme pain or suffering. Notify your PCM of your condition and status within 24 hours or as soon as possible after your emergency room visit.

## Urgent Medical Care

If you are not sure if your illness or condition requires urgent attention, call the Central Appointment Line at (904) 542-4667 or toll free at 800-529-4677 and leave a detailed message for your PCM. If your condition worsens (see Emergency Medical Care section), go to the nearest military treatment facility or an approved civilian TRICARE provider or facility.

## When traveling

You should obtain all routine care before you travel or after you return. If you require urgent care while traveling, contact your PCM before you receive care.

## Access Standards

When enrolled in TRICARE Prime, you are guaranteed care within the following time frames:

- Acute care within 24 hours with your PCM
- Routine care within seven days with your PCM
- Wellness visits within 30 days after contacting your PCM
- Referral to most specialists within 30 days of PCM approval

## TRICARE Service Center (TSC)

Your local resource for TRICARE information, TSCs serve as distribution points for TRICARE materials and as enrollment sites for those choosing TRICARE Prime. The Jacksonville TSC is located at 1210 Kingsley Avenue, Suite 1, Orange Park, Fla., and is open Monday to Friday – 8 a.m. to 5:30 p.m.

TSCs are staffed by Humana Military Healthcare Services, Inc. employees, who provide beneficiary briefings, policy guidance and support. The Kings Bay TSC is located in the Naval Branch Health Clinic Kings Bay.

## Disenrollment

TRICARE Prime enrollment lasts for 12 months. Active duty family members will be automatically re-enrolled and must opt out to disenroll. All others must reenroll each year. If they neglect to re-enroll, they will be disenrolled and their Prime coverage will lapse until they have completed enrollment paperwork again. During this time they must use the "Non-Enrolled" Choice (TRICARE Extra/Standard) or obtain space-available care at a Military Treatment Facility (MTF). Non-enrolled beneficiaries have the lowest priority for appointments at the MTF. Choosing to disenroll during the enrollment year or failure to make a scheduled enrollment payment (Retired families), will result in a lock out from TRICARE Prime for the next 12 months.

## Active Duty and TRICARE Prime

All active duty military members must enroll in TRICARE Prime. Failure to do so may result in delayed care/authorizations and out-of-pocket costs. When members change duty stations, they must contact the nearest military treatment facility to enroll to a new Primary Care Manager (PCM). All active duty personnel are assigned to a PCM, in most cases at a military treatment facility. The PCM will provide all routine and urgent care. The PCM may also refer patients for specialty care as appropriate. All civilian medical care must be authorized by the Naval Hospital or branch health clinic where the patient is assigned. Emergency care will be authorized after the fact, but the active duty member must notify their PCM as soon as possible by calling Central Appointments at (904) 542-4677 or toll free 800-529-4677 and leave a message. Cost for unauthorized civilian routine or urgent care will be the responsibility of the active duty member.

### TRICARE Extra/TRICARE Standard Choice #2 - "Non-Enrolled" Choice

This choice allows beneficiaries to seek medical care from any physician in the civilian community who is TRICARE authorized. The "Non-Enrolled" Choice is a more costly option than the "Enrolled" TRICARE Prime choice. This choice incorporates two programs: TRICARE Extra and TRICARE Standard. Medical expenses are covered by one of these two programs each time a non-enrolled beneficiary receives civilian medical care and a claim is filed. A single annual deductible covers the use of either program.

## Enrollment

You are automatically eligible for the "Non-Enrolled" choice if you are eligible for health care in the Defense Enrollment Eligibility Reporting System (DEERS). Active duty family members, retirees and their family members are automatically covered by this choice if they have not enrolled in TRICARE Prime. Benefits may vary if the patient is covered by other health plans such as Medicare.

## Costs (Outpatient)

### TRICARE Extra

Under this option, you will have lower out-of-pocket costs than when using the TRICARE Standard option, once the annual deductible has been met (see TRICARE Benefit Comparison Chart). Simply choose a doctor from a network of TRICARE Extra approved providers when seeking civilian health care. For a listing of approved network providers, visit [www.humana-military.com](http://www.humana-military.com) or call the TRICARE Beneficiary Services Line at 800-444-5445. Note: All mental health inpatient admissions require a non-availability statement for patients living in a military treatment facility's catchment area. For more information on mental health non-availability statements, contact your local Health Benefits Advisor or visit your local TRICARE Service Center.

### TRICARE Standard

You may seek medical care from any TRICARE-authorized provider. After meeting the annual deductible (see TRICARE Benefit Comparison Chart), active duty family members, retirees and their family members pay a percentage of the allowable charge. Specialty care authorization is not required for most outpatient services. However, inpatient care/hospitalization and selected outpatient procedures do require prior authorization. For details, please contact the Health Benefits Advisor or visit the local TRICARE Service Center. Note: All mental health inpatient admissions require a non-availability statement for patients living in a military treatment facility's catchment area.







### **Choice of Providers**

Using the “Non-Enrolled” choice allows eligible beneficiaries the freedom to choose any authorized TRICARE civilian physician. The status of the provider (in or out of the TRICARE network) will determine which of the two programs (Extra or Standard) is being used for any given episode of care. Authorization/permission is not required, except for civilian inpatient care (hospitalization) and certain outpatient procedures. Beneficiaries simply call the TRICARE-authorized physician of their choice to make their appointment.

### **Space Availability**

You may seek care at any military treatment facility on a space available basis, but priority will be given to active duty personnel and TRICARE Prime enrollees. Obtaining appointments will become more and more difficult for those who choose to remain in the “Non-Enrolled” Choice.

### **Emergency Medical Care**

For emergencies defined as conditions with the potential for loss of life, limb or eyesight or to relieve pain and suffering, call 911 or go to the nearest civilian or military hospital. All medical care provided in a civilian facility will be subject to cost shares and deductible (see TRICARE Benefits Comparison Chart). If you are not enrolled in TRICARE Prime and become ill (either at home or while traveling), you may go directly to a civilian doctor or emergency room of your choice.

### **Pharmacy Benefits**

Military pharmacy benefits are not affected by choosing to remain non-enrolled. You may continue to use a military pharmacy to get civilian prescriptions filled, provided the medication is on the DoD approved drug list. Quantity limits may apply to certain drugs.

### TRICARE for Life

On Oct. 1, 2001, about 1.5 million uniformed services retirees, their family members and survivors, and certain categories of former spouses, age 65 and older, received expanded medical coverage through the Department of Defense (DoD) TRICARE for Life (TFL) program. Additionally, retired Reserve and National Guard personnel and their spouses also became eligible for TFL.

To participate in TFL, beneficiaries must be eligible for Medicare Part A and enrolled in Medicare Part B. Eligibility for TFL is also based on having your correct information in DEERS and having a current military I.D. card. Regardless of the date of service entry, TFL is premium-free for all eligible military beneficiaries.

You do not have to enroll in the TFL program and no card is necessary. TFL is a secondary payer to Medicare, like a Medicare supplement. In most cases, TFL pays your inpatient and outpatient deductibles and cost shares. You may seek care from any certified Medicare provider. Your doctor will file the claim with Medicare, and Medicare will electronically send the claim to TFL. The balance due from the patient will in most cases be nothing, although there are a few situations where a patient will have some out-of-pocket expenses. For more information, call 866-773-0404 or visit the Health Benefits Center at a military treatment facility.

### TRICARE Senior Pharmacy

Effective April 1, 2001, the law gave military beneficiaries age 65 and over the same pharmacy benefit as retirees who are under age 65. It includes access to prescription drugs not only at military treatment facilities but also at retail pharmacies and through the TRICARE Mail Order Pharmacy (TMOP). If you turned 65 prior to April 1, 2001, you automatically qualify for the benefit whether or not you have purchased Medicare Part B. If you turned 65 on or after April 1, 2001, the law requires that you must be enrolled in Medicare Part B to receive the pharmacy benefits. For more information, call 866-363-8667 (TMOP) or 866-363-8779 (Retail).



**TRICARE Service Center (Jacksonville)**  
**1210 Kingsley Avenue, Suite 1, Orange Park, Fla.**  
**800-444-5445**

Your local resource for TRICARE information, TRICARE Service Centers (TSCs) serve as enrollment sites for those choosing the TRICARE Prime health plan. TSCs are staffed by Humana Military Healthcare Service, Inc. employees who provide beneficiary briefings, policy guidance and support. Service representatives are available to assist with PCM assignments, claims, interpretation of benefits and any other issues that pertain to your health care.

Human Military's Web site, [www.human-military.com](http://www.human-military.com), offers numerous services and information for beneficiaries located in the South Region. Those services include assistance with choosing a health plan, enrollment, claims, finding a TRICARE provider, health and wellness information, forms, and useful links. Eligible military members may access the online Secured Member Services (sign-in is required) to view referrals and authorizations, verify enrollment and Primary Care Manager (PCM) assignments, or to change PCM assignments or personal contact information.

Secured Member Services for online access (sign-in is required) to referrals and authorizations, claims, enrollment verification, requesting/printing TRICARE Prime enrollment cards, Primary Care Manager (PCM) change requests and address changes.

**Behavior Health Services**

Value Options: 800-700-8646

Our mental health partner. Service representatives or licensed clinicians are available to assist with coordination of your outpatient and inpatient mental health care needs. You do not need a PCM referral to access Value Options. You are encouraged to call if you feel you need their services.

**Claims Services: 800-403-3950**

Service representatives are ready to assist you with any claims or billing questions.

**Military TRICARE/Health Benefits Offices:**

NAS Jacksonville: (904) 542-9164/65

NAVSTA Mayport: (904) 270-5763

NSB Kings Bay: (912) 673-4228

**Central Appointment Lines**

Naval Hospital Jacksonville/Branch Health Clinic Mayport/NSB Kings Bay  
 Central Appointment Line:  
 (904) 542-HOSP  
 800-JAX-HOSP

## TRICARE Questions & Answers

### Who is eligible for TRICARE?

TRICARE is the health benefits program for all the uniformed services. All active duty members and their families, retirees and their families, and surviving family members participate whenever they seek medical care. Family members who are parents and parents-in-law are not eligible for any TRICARE benefits. They are only eligible to be seen as space is available in the military treatment facility. For beneficiaries age 65 and older, TRICARE For Life will pay after Medicare when it is a coverage benefit. (See the TRICARE for Life information in the TRICARE section.) Additionally, those individuals under age 65 who have Medicare A & B because of disability or end-stage kidney disease are also eligible for TRICARE benefits.

### What happens if I don't do anything?

You will be participating in the “Non-Enrolled” Choice (TRICARE Extra/Standard), which is designed for those who wish to receive their health care from a civilian physician of their choice off base. The costs associated with the “Non-Enrolled” Choice depend on the rank/status of the sponsor. (See TRICARE Benefits Comparison Chart).

### If I choose the “Enrolled” option, must I enroll ALL my family members in TRICARE Prime?

No. A spouse may wish to enroll in TRICARE Prime. However, another family member may be living elsewhere for most of the year and not have access to a military facility or TRICARE Prime program. In such a case, that person should remain in the “Non-Enrolled” Choice and use TRICARE Extra/Standard for care.

### What is the best way for me to continue to use Naval Hospital Jacksonville or one of its Branch Health Clinics for my family's health care?

The best way is to enroll in TRICARE Prime and request a Primary Care Manager at one of the primary care sites at the Naval Hospital Jacksonville (Family Medicine or the Primary Care Group) or a branch health clinic. If you do not choose to enroll in TRICARE Prime, you will only have access to space available appointments which are limited.

### Can I switch among the three options?

No. If you choose the “Enrolled” Choice (TRICARE Prime), you must remain enrolled for one year. At the end of that year, you may continue your enrollment in Prime, or you may disenroll and receive care under the “Non-Enrolled” Choice (TRICARE Extra/Standard). You may switch between Extra and Standard at any time simply by your choice of providers.

**How does my child seek medical care when away at college, where TRICARE Prime is not available?**

Your child will obtain care using the “Non-Enrolled” Choice or space available care at a military treatment facility if there is one nearby.

**How do my minor children, living with my ex-spouse, where TRICARE Prime is not available, obtain health care?**

Your minor children may obtain care using the “Non-Enrolled” Choice: TRICARE Extra or Standard.

**What should I do in the middle of the night if I have an emergency?**

If it is a true emergency, call 911 or seek care at the closest Emergency Room.

**How do I get care for my family if we’re traveling away from Jacksonville?**

If you are a TRICARE Prime enrollee and you need non-emergency care, you must first contact your PCM for authorization. If you seek non-emergency care without authorization, you will be responsible for meeting a high deductible and paying a percentage of the remaining fees. In emergency situations, you should immediately seek care at the nearest military or civilian emergency room and call your PCM as soon as possible (preferably within 24 hours) to notify them of your medical situation.

**I am over age 65 and on Medicare. Can I get care from military hospitals and clinics?**

Yes, you may still have prescriptions filled (when the military hospital stocks the prescribed drug) and you may seek health care if space is available. You may also use the TRICARE Mail Order Pharmacy or any network retail pharmacy. You may be eligible to enroll in the TRICARE Plus program offered at military treatment facilities (MTF) if space is available. Under this option, you will be guaranteed primary care services and assigned to a Primary Care Manager. Contact your Health Benefits Advisor at the MTF for details.

**I have health insurance where I work. How does TRICARE fit in?**

By federal law, TRICARE is always the second payer for health care, with the exception of Medicaid. Medical bills must first be sent to your civilian health insurance company for payment. You may then file the remaining bills with TRICARE for payment. Remember, if you have a civilian health maintenance organization (HMO), you must follow their rules and obtain authorizations if needed to ensure payment under their plan.





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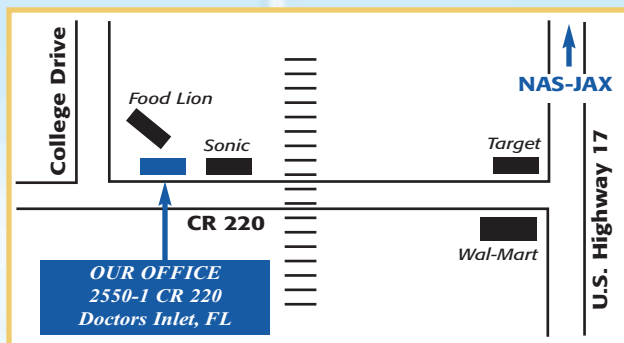
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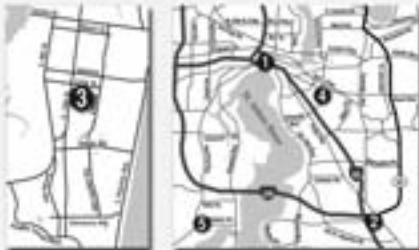
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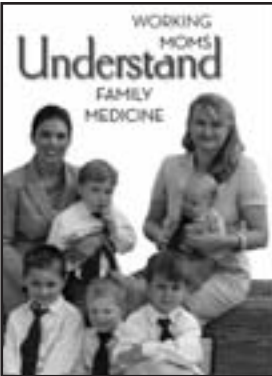
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